

1 JAY EDELSON (Admitted *Pro Hac Vice*)  
jedelson@edelson.com  
2 RAFEY S. BALABANIAN (Admitted *Pro Hac Vice*)  
rbalabanian@edelson.com  
3 BENJAMIN H. RICHMAN (Admitted *Pro Hac Vice*)  
brichman@edelson.com  
4 CHANDLER R. GIVENS (Admitted *Pro Hac Vice*)  
cgivens@edelson.com  
5 EDELSON LLC  
350 North LaSalle Street, Suite 1300  
6 Chicago, Illinois 60654  
Tel: 312.589.6370  
7 Fax: 312.589.6378

8 *Attorneys for Plaintiffs and the Putative Class*

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10 **UNITED STATES DISTRICT COURT**  
11 **FOR THE NORTHERN DISTRICT OF CALIFORNIA**  
12 **SAN FRANCISCO DIVISION**

13 JAMES LAGARDE and TIM BATCHELOR,  
14 individually and on behalf of all others  
similarly situated,

15 *Plaintiffs,*

16 v.

17 SUPPORT.COM, INC. d/b/a SAMMSOFT, a  
18 Delaware corporation, and AOL, INC., a  
Delaware corporation,

19 *Defendants.*

Case No. 3:12-cv-00609-JSC

**DECLARATION OF MALLORY  
SANDER**

Judge: Honorable Jacqueline Scott Corley

Action Filed: February 7, 2012

1 Pursuant to 28 U.S.C. § 1746, I hereby declare and state as follows:

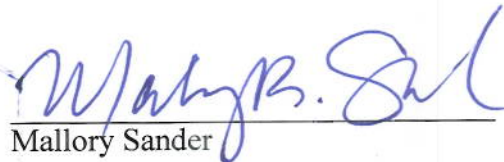
2 1. I, Mallory Sander, am a Project Manager at Epiq Systems, Inc. ("Epiq"). I am over  
3 the age of eighteen and am fully competent to make this declaration. I am familiar with the actions  
4 taken by Epiq with respect to the settlement reached thus far and the corresponding proposed class  
5 notice program in the above captioned case.

6 2. This declaration is based upon my personal knowledge and information provided to  
7 me by those whose regular job function it is to have such information and is accurate and truthful  
8 to the best of my knowledge.

9 3. The claim filing deadline, which was a postmark deadline, was February 28, 2013.  
10 As of March 11, 2013, pending a final audit of all claims, Epiq has received a total of 1,259 timely  
11 and complete claims.

12  
13 \* \* \*

14 I declare under penalty of perjury that the foregoing is true and correct. Executed this 13<sup>th</sup>  
15 day of March 2013 at Beaverton, Oregon.

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18 Mallory Sander  
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